

Related Documents for Facility Based Providers

This handbook is designed as a supplement to the documents listed below. These documents are extremely important and contain the majority of information required for order processing for Facility Based Providers.

- "Access Service Ordering Guidelines" (Also known as ASOG; published by Bellcore)

To obtain a copy of the ASOG document, contact:

Joy Brown, Project Manager
BellSouth
Room 29A51
675 W. Peachtree Street
Atlanta, GA 30375

Telephone Number: (404) 927-7393

- "Guide to Interconnection"

To obtain a copy of the "Guide to Interconnection", contact your CLEC Account Team

Mechanized Interfaces

BellSouth offers mechanized interfaces for Pre-ordering, Ordering, Billing, Provisioning, and Repair processes. Interested CLECs should contact the account team for information concerning use of these interfaces.

Ordering Guide Distribution

This document is distributed initially by the Contract Negotiations Team or the Account Team. Updates will be provided on the Internet with the following address:

www.bellsouth.com/interconnection/local/Local_index.html

ACCOUNT TEAM

Contact the Account Team for the following services:
(This is not an all inclusive list.)

- Contract Negotiations
- Enhanced Billing Options Negotiations
- Initial Contact/Negotiator for Complex Services.
- Transport Percentage Negotiations
- Completion of Class of Service Request Form for Selective Routing *
- Selection of Customized Calling Restrictions (Dialing Options) *
- Customer Education (i.e., how to do business with BellSouth)
- Technical Assistance
- General Problem Resolution (i.e., customer advocate)
- Tariff Interpretation
- Rate Quotations
- Project/Order Coordination

CLECs which are a part of or affiliated with the AT&T, MCI and Sprint Interexchange Carrier families will be supported by their existing account teams. The contact numbers are provided in the "Guide to Interconnection".

All remaining CLECs will be supported by the CLEC Account Team.

CLEC Account Team Contact

Bill French - Account Manager
Office: 205-977-0535
Pager: 800-729-1372

Mailing Address

BellSouth
3535 Colonnade Parkway
Room E4E1
Birmingham, AL 35243

***These forms must be completed in conjunction with the up front planning and/or negotiation process and submitted to the account team. No orders should be placed prior to the completion of required network activities.**

LOCAL CARRIER SERVICE CENTER

Purpose

The Local Carrier Service Center (LCSC) serves as the point of contact for processing local service requests from CLECs.

Responsibility

The LCSC is responsible for providing the following services for its customers:

- Delivering authorized customer record information
- Processing service order requests
- Handling billing inquiries and payment arrangements

Holidays Observed

New Years Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Telephone Numbers

Use the telephone numbers below to contact the LCSC for any questions relating to local service requests and billing inquiries. All completed forms ordering local service should be faxed to the appropriate Fax Number as indicated here.

CLEC	Telephone Number	Fax Number
AT&T	800-677-0807	800-655-4698
MCI	800-872-3116	800-872-7059
Sprint	800-773-4967	800-773-4970
Wireless	800-667-1505	800-655-6714
All other CLECs: Facility Based Orders	800-773-4967	800-773-4970
Resale Small Business Orders	800-773-4967	800-773-4970
Resale Consumer Orders	800-773-4967	888-704-9368

BONA FIDE REQUEST PROCESS

Request for Unbundled Capabilities

In order to evaluate the availability and feasibility of all CLEC requests for unbundled services or capabilities not currently addressed in agreements, the Bona Fide Request (BFR) Process was developed. The BFR Process ensures that all requests for new services are answered in a timely and efficient manner and in compliance with applicable regulatory requirements.

If you would like to submit a Nondisclosure Agreement in association with your request, please attach a BellSouth prepared non-disclosure agreement or request one to be sent to you for completion. If you have questions or concerns regarding any of the information being requested, your Account Team manager will discuss these matters with you and will work with you to pursue appropriate measures to address your concerns.

The completed "Request for Unbundled Capabilities" form, located at the end of the business procedures section, should be mailed or faxed to the following address:

BellSouth Telecommunications
Bona Fide Request Manager
675 West Peachtree Street
Atlanta, GA 36601
Fax Number: 404-529-7839

RESELLER BILLING

Bill Description

CLUB (Customized Large User Bill) is the recommended format for Reseller Billing. The CLUB process will generate a consolidated bill for each RAO. The CLUB bill will consolidate all the Reseller's customers' charges at a master account level. Complete end user billing detail is provided in the CLUB bill.

Electronic receipt (EDI, Magnetic Tape Billing etc.) if the CLUB bill is recommended. A paper bill is also available.

Electronic payment processes are also available and recommended.

Billing Requests

Requests for the establishment of CLUB billing should be directed to the LCSC. The Enhanced Billing Services (EBS) work group will support the preparation of the Enhanced Billing Services. The EBS office can be reached through the LCSC.

End User Billing Arrangements

Existing end user billing agreements (i.e., CLUB billing) will be discontinued WHEN the end user switches from BellSouth to a CLEC.

ANNOYANCE CALL CENTER

When an end user receives **Threatening, Abusive, or False Report** calls, they should be referred to the BellSouth Annoyance Call Center (ACC) only after the end user has made a report to the appropriate local law enforcement agency. Example of these types of calls are:

- **Threatening Calls** - Calls where there is a threat or intent that poses to be harmful on a life, property, bomb threat, etc.
- **Abusive Calls** - Calls that are intended to annoy or embarrass by using obscene or harassing language; harassing by hanging up, heavy breathing or dead silence; repeated calls on answering machines, voice mail or other lines in the home.
- **False Report Calls** - When a caller represents himself (herself) as a law enforcement officer, hospital staff, or a school official and advises that a child, or spouse, has been injured or killed in an accident.

BellSouth will cooperate fully with Resellers in the disposition of annoyance calls received by the Reseller's end users. Because of the nature of their work, the Annoyance Call Center will need to work directly with the Reseller end user to resolve any problems. BellSouth will expect Resellers to take appropriate corrective action with their end users in those cases where the 'annoyance call' is originated by the Reseller's end user. Failure of the Reseller's end user to cease annoyance calls or harassing calls will result in the disconnection of the end user's service.

The Annoyance call center does not handle referrals concerning Misdirected, Debt Collection, or Solicitation Calls.

State	Annoyance Call Center
Alabama, Kentucky, Louisiana, Mississippi, Tennessee	557-6222 Central Time: 8:00AM - 4:30PM, Mon-Fri
Florida, Georgia, North Carolina, South Carolina	780-2969 Eastern Time: 9:00AM- 5:30PM, Mon - Fri

CREDIT POLICY AND FORMS OF SECURITY

Credit And Deposit Policy

Before a new account can be established, BellSouth must be provided with information to determine deposit and advance payment requirements. This will be required before establishing the **Master Account** and submitting orders for processing.

BellSouth may require the CLEC to provide proof of satisfactory credit with BellSouth or pay a deposit and/or an advance payment prior to processing service requests. BellSouth will accept an irrevocable Bank Letter of Credit or a Surety Bond in lieu of a deposit.

The CLEC should complete the attached Customer Credit Data Sheet form located at the end of this section. Once completed, forward the form to LCSC along with the Master Account Application.

Deposits

A deposit is a sum of money or security obtained from a customer to be held by BellSouth to assure payment of an account. Deposits may be requested in connection with either new or existing service as a means of protection against lost revenue. Accounts will be routinely reviewed and increased deposits will be requested on accounts, if appropriate.

Deposits for CLEC accounts cannot be combined with, precluded by, or covered by deposits for other BellSouth services.

Surety Bonds

A Surety Bond is an obligation which states that a security company guarantees payment of accounts in the event of default by the bonded customer. The bond must be obtained from a security company which meets all BellSouth standards.

Bank Letter Of Credit

A Bank Letter of Credit is a document issued by a financial institution which guarantees a specific amount of money will be paid upon request.

Many banking institutions use a standardized form and others may issue an individual letter. Both types are acceptable; however, the Bank Letter of Credit must clearly state or include the following information:

- The identity of the customer covered by the letter of credit.
- The beneficiary of the Letter of Credit is BellSouth. The word 'beneficiary' is highly preferred but not required; there must at least be clear language stating the letter of credit is in favor of, or for the benefit of BellSouth.
- The Bank Letter of Credit is irrevocable.
- It is a letter of credit drawn on (name and location of bank).
- The specific amount of credit extended.
- The termination date or procedure for termination.
- Partial drawings are permitted.
- The procedure for collecting.
- Any processing and/or examination fees charged to BellSouth by its collecting bank will be added to any CLEC unpaid amounts and deducted from the amount secured by the letter of credit.
- The letter must be dated and must bear the signature and title of an authorized officer of the bank.

TARIFFS

Tariff Resources

Copies of tariffs may be purchased through outside Tariff Advisory Services. Listed below are the tariff advisories currently contracting with BellSouth.

Connie Wightman
Technologies Management, Inc.
PO Drawer 200, or
163 E. Morse Boulevard, Suite 300
Winter Park, FL 32780-0200
Telephone: (407) 740-8575

Misty Mason
Valucom, Inc.
415 Church Street, NE, Suite 204
Vienna, VA 22180
Telephone: (703) 255-0700

Brian Lem
CCMI/UGG
11300 Rockville Pike
Suite 1100
Rockville, MD 20852-3030
Telephone: (301) 816-8950

Ken Shafer
Communications Image
Technologies, Inc.
2222 Gallows Road, Suite 160
Dunn Loring, VA 22027
Telephone: (703) 698-7050

William Goddard
Telecommunications Information Services
280 North Providence Road
Media, PA 19063
Telephone: (215) 891-6857

Maureen Osorno
Product Manager Tariff Services
Room 2B41
100 South Jefferson Road
Whippany, NJ 07981

Janice Fromer
Tele-Tech Services
P.O. Box 757
McAfee, NH 07428
Telephone: (201) 827-4421

Public Reference Room
In the FCC
Room 514
1119 M. Street, NW
Washington, DC 20554

International Transcription Service (ITS)
Room 140
21 M Street, NW
Washington, DC 20037
Telephone: (202) 857-3800

APPLICATION FOR LOCAL SERVICE REQUIREMENTS

Items Required Prior to Submitting Orders for Local Service

This section provides information concerning the items required prior to submitting orders for local service to BellSouth.

1. Proof of PSC/PUC Certification
2. Proof of Tax Exempt Status (if applicable)
3. Operating Company Number (OCN) *
4. ACNA and CIC Codes
5. Blanket Letter of Authorization (LOA) *
6. CLEC - Contact Number Form *
7. Master Account Application *
8. Disposition of LIDB Contract Negotiation (See Master Account Application)
9. Credit Rating Form *

All of the required items should be provided along with the Master Account Application. No orders can be processed until all requirements are satisfied.

*Forms which the CLEC must submit to meet this requirement are provided at the end of this section.

Note: In addition to the items provided above, each CLEC should negotiate through the account team for the type and format desired for billing records.

Certification Definition

Certification is the process by which the state PSC/PUC authorizes a CLEC to conduct business in a particular state.

Certification Process

The CLEC should contact the state PSC/PUC to determine the requirements for certification.

Proof of Certification

The CLEC must provide proof of certification to the LCSC. The LCSC will be unable to provide service to any company not meeting the appropriate PSC/PUC certification process. This proof of certification should be provided with the **Master Account Application** (provided in this section). If proof of certification is not provided with the application, it must be submitted before any orders can be processed.

Proof of Tax Exemption

The CLEC must provide tax exemption certificates, as applicable, for federal, state, county, local, or other taxes. If proof of tax exemption is not provided, the CLEC will be billed the applicable taxes.

Operating Company Number

The CLEC must provide BellSouth with the four (4) digit Operating Company Number (OCN) assigned by the National Exchange Carrier Association (NECA). An OCN application is included herein to assist in obtaining the number from NECA. Service requests cannot be processed without an OCN.

ACNA and CIC

The CLEC providing facility based services must have an Access Customer Name Abbreviation (ACNA) and a Carrier Identification Code (CIC). Procedures for obtaining these Bellcore assigned codes are on pages 2-7 through 2-10 of the "Guide to Access", which is available from your BellSouth Account Team.

Blanket Letter of Authorization

The CLEC must complete the Blanket Letter of Authorization (LOA) Agreement, located at the end of this section prior to the processing by the LCSC of local service requests involving existing BellSouth end users. The LOA does not relieve the CLEC of securing and maintaining end user authorization. BellSouth may request a copy of the end user authorization in the event of an end user dispute.

Line Information Data Base (LIDB) Contract

BellSouth's Line Information Data Base (LIDB) is described in the section "Calling Card and Line Information Database". The LCSC must be notified concerning the disposition of negotiations for LIDB storage agreements. On the Master Account Application, please check the appropriate boxes to indicate that you have received details concerning LIDB and that you are participating or have declined participation.

Without specific contracts between a CLEC and BellSouth, telephone numbers assigned by BellSouth for CLEC end users will not be entered into BellSouth's LIDB (Line Information Data Base). The absence from LIDB may prevent receipt of collect and third number toll calls.

However, there is no guarantee of blocking because some toll providers will pass toll calls even though the telephone number is not found in LIDB. If the CLEC wants to ensure that collect and third number tolls will be either processed or blocked, the CLEC should execute a LIDB storage agreement with BellSouth, which will enable BellSouth to place the appropriate blocking entries therein. There is no charge for the LIDB storage agreement.

CLECs should contact their BellSouth account team for additional information concerning a LIDB storage agreement.

Contract in the Absence of Approved State Tariffs

In the absence of an approved BellSouth state resale tariff for CLECs, or a statement of generally available terms and conditions that is in effect, a Resale Agreement between the CLEC and BellSouth is required in order for the CLEC to obtain services offered by BellSouth at the applicable state discount. In the event the Reseller does not have an agreement and wishes to purchase the services at retail, BellSouth must have a copy of the reseller's certificate prior to service order processing. A copy of this agreement or the certificate must be provided with the Master Account Application.

The contact for resale negotiations or questions is Jerry Hendrix at 404-529-8210, or your appropriate account team representative.

TELEPHONE NUMBERS FOR MISDIRECTED CALLS

Telephone Number for Misdirected CLEC Calls

BellSouth requires a single number which may be used by BellSouth for referring misdirected end users to a CLEC. If an end user calls a BellSouth Business Office or Repair Center in error, the end user will be referred to the single number provided by the CLEC.

The form located at the end of this section should be used to submit these numbers to the LCSC along with other required documents. In addition, the name, title, address, and telephone number of the person providing the information should be included.

Telephone Number for Misdirected BellSouth Calls

CLECs may use the following number to refer BellSouth end users who dial a CLEC in error to BellSouth for assistance.

800-282-9973

DAILY USAGE FILE

An optional billable Daily Usage File is available. The file generally applies only to unbundled ports or ported numbers with 3rd number billed calls. The Daily Usage File contains billable messages carried over the BellSouth network and processed by BellSouth and billed to the CLEC account. For Facility Based CLECs who purchase operator services from BellSouth, it also includes operator assisted calls originating from CLEC end users. The file may also contain Interexchange Carrier messages billable to CLEC accounts.

The service is provided under contract, with charges applied for the following rate elements:

- Recording Service (Unbundled operator services only)
- Message Distribution
- Data Transmission

For each message included on the Daily Usage File, BellSouth will calculate a per message charge based on the above rate elements. These charges will be accumulated for the month and billed via a single "Other Charges and Credits" (OC&C) bill item on the monthly CLEC bill. The OC&C item will be included for each month where the Daily Usage Files are furnished under terms of the contract.

For facility based CLECs, the Daily Usage File may contain both rated and unrated messages. The end user billing records for operator handled calls, served by BST under terms of a contract with BST for unbundled operator services, will be furnished to the CLEC daily in unrated format. The CLEC will be responsible for rating this type of usage and either billing applicable charges to their end users or delivering it through their CMDS Host to the appropriate billing location. Facility Based providers will also receive rated copies of any usage that is destined to be billed to accounts they have established with BellSouth for Service Provider Number Portability service or Unbundled Port services.

For resellers, the Daily Usage File will contain rated usage that is destined to be billed to their accounts established with BellSouth for local exchange line services.

How to Establish Daily Usage File Service

To establish Daily Usage File service, a CLEC must:

- Sign a Daily Usage File contract with BellSouth
- Arrange Approved and Tested Connectivity for Data Delivery
- Conduct Full Daily Usage File Testing with BellSouth (Verification & Acceptance of Data by the CLEC is Required)
- Fully Test Confirmation Record Process (Confirm Receipt with Notification of any Error Conditions)

Messages & Usage to be Transmitted

All Daily Usage File messages (both rated and unrated) will be in the standard Bellcore EMR record format. Messages to be transmitted may include, but are not limited to:

- Per Use/Per Activation Services
(Three Way Calling, Verify, Interrupt, Call Return, etc.)
- Billable Measured IntraLATA Local Calls
- Directory Assistance Messages
- IntraLATA Toll
- WATS & 800 Service

Also included will be Rated Incollects (originated in BellSouth and from other companies). These will be intermingled with BellSouth recorded rated and unrated usage and will not be packed separately.

Data Distribution

The Daily Usage File will be distributed to the CLEC via a contractually agreed medium. The preferred transport method is CONNECT:Direct line. The Daily Usage File will be a variable block format (2476) with an LRECL of 2472. The data on THE DAILY USAGE FILE will be in a non-compacted EMR format (175 byte format plus modules). It will be created on a daily basis (Monday through Friday except holidays). Details such as dataset name and delivery schedule will be addressed during negotiations of the distribution medium.

Packing Specifications

A pack will contain a minimum of one message record or a maximum of 99,999 message records plus a pack header record and a pack trailer record. One transmission can contain a maximum of 99 packs and a minimum of one pack.

The OCN, From RAO, and Invoice Number will control the invoice sequencing. The From RAO will be used to identify to the CLEC which BellSouth RAO is sending the message. BellSouth and the CLEC will use the invoice sequencing to control data exchange. BellSouth will be notified of sequence failures identified by the CLEC and resend the data as appropriate.

The data will be packed using a Bellcore EMR 202001 Pack Header and a 202002 Pack Trailer.

Pack Rejection

The CLEC will notify BellSouth within one business day of rejected packs (via the mutually agreed medium). Packs could be rejected because of pack sequencing discrepancies or a critical edit failure on the Pack Header or Pack Trailer records (i.e. out-of-balance condition on grand totals, invalid data populated). Standard Bellcore EMR Error Codes will be used. The CLEC will not be required to return the actual rejected data to BellSouth. Rejected packs will be corrected and retransmitted to the CLEC by BellSouth.

Control Data

The CLEC will send one confirmation record per pack received from BellSouth. This confirmation record will indicate the CLEC received the pack and reflect acceptance or rejection of the pack. Error Code(s) are to be populated in the Error Code fields (using standard Bellcore EMR error codes) for packs that were rejected by the CLEC.

COUNTYWIDE TOLL-FREE CALLING

Administrative Procedures for Facility Based Providers

State legislation in Georgia and Tennessee mandates that toll-free calling be provided within each county based on the actual county boundaries. This legislation applies to service provided by Local Exchange Companies (LECs), Interexchange Carriers (ICs), Independent Companies (ICOs), and Competitive Local Exchange Companies (CLECs).

NPA-NXX codes are routinely administered such that end users in multiple counties may be assigned telephone numbers in the same NPA-NXX. This makes it impossible to use originating and terminating NPA-NXX codes as the sole determinant of whether calls fall within county boundaries.

The LECs have assigned a county Taxing Area (TAR) code to each county. By creating a unique file which attaches the TAR code to every individual 10 digit end user number, LECs can determine whether a call is toll-free. Regardless of the NPA/NXX, if the TAR codes match, the calls are intra-county toll-free calls.

All LECs providing local service in Georgia and Tennessee, use the same TAR code designations. Twice a month, each LEC transmits an electronic file to BellSouth for inclusion in a statewide file. The combined file representing TAR codes and 10 digit end user telephone numbers is returned to each LEC twice a month after updates. BellSouth also provides the same file to every Interexchange Carrier for use in rating calls.

Each Facility Based CLEC must also include their end user 10 digit telephone numbers and associated TAR codes for the statewide file. The file must be an electronic transmission with twice monthly updates. BellSouth will test with each CLEC to confirm error-free receipt of data as well as successful distribution to the CLECs. The account teams will provide documentation of physical file characteristics and record layout for the data and a list of the county TAR codes.

Following the test period, each CLEC should participate regularly in the update process.

Contact your account team for information concerning these procedures.

SERVICE PROVIDER CHANGE NOTIFICATION

Upon receipt of a service request 1) from an end user to switch service from a CLEC to BellSouth or 2) from a CLEC to switch an end user from another CLEC, BellSouth will issue orders to accommodate the request. The current service provider will not be contacted for authorization. BellSouth, per the blanket LOA agreement, will assume that the initiating CLEC has appropriate end user authorization. BellSouth will mail (next business day after order completion) a notification to the former CLEC. (See sample letter below.)

SERVICE PROVIDER CHANGE NOTIFICATION

SAMPLE LETTER

Notice To: CLEC Name
CLEC Address

Date: _____

We have received notification that the telephone account (NPA-NXX-XXXX) for (Customer Name) should be transferred to another CLEC. Consequently, effective on (due date of service order), the account for this customer has been transferred to the desired service provider.

UNAUTHORIZED SERVICE PROVIDER CHANGE NOTIFICATION

When notified that a customer has been switched to a new local service provider without authorization, BellSouth will return the customer to the desired local service provider. The 'from' (unauthorized) local service provider will be billed for the unrequested change. A notification letter will be mailed to the unauthorized CLEC. (See sample letter below.)

UNAUTHORIZED CHANGE NOTIFICATION

SAMPLE LETTER

Notice To: CLEC Name
CLEC Address

Date: _____

We have received notification that the telephone account (NPA-NXX-XXXX) for (Customer Name) was transferred to you in error. Consequently, effective on (due date of service order), the account for this customer has been re-established with the desired service provider.

BELLSOUTH CALLING CARDS

If an end user switches from BellSouth to a CLEC, existing line based calling cards will be disabled/discontinued. End users may order new BellSouth Calling Cards through the CLEC. The new card will be issued to the CLEC in the CLEC's name not in the name of the end user. The CLEC will distribute calling cards as appropriate. Interested CLECs should advise the LCSC in writing regarding their calling card needs.

DIRECTORY

Directory Contacts

The BellSouth Advertising & Publishing Corporation (BAPCO) liaison for all CLEC issues and questions including all BAPCO contracts and directory delivery is:

Rook Baretto
Mailing Address: Director - LEC Interface
Room 270
59 Executive Park South
Atlanta, Georgia 30329
Office Number: 404-982-7105
Fax Number: 404-982-6907

BAPCO Directory Customer Guide Listing Information

At the end of this section is a form which should be completed and mailed to the address shown if the CLEC desires to have their company information included in the Customer Guide Pages for the BellSouth printed directories.

TOLL CALL INVESTIGATION

Contact Number for Customer Name and Address Information

BellSouth will provide Customer Name and Address (CNA) information to aid CLECs in the investigation of toll calls placed by CLEC end users to BellSouth end users. An investigation is necessary when toll charges are denied/questioned by the end user.

When the Master Account Application is processed a special telephone number and unique access code will be assigned to the CLEC to utilize the service. The telephone number and access code assigned will be provided through the mail. (See sample letter below.)

Date: _____

To:

From:
BellSouth Local Carrier Service Center

Re: Toll Call Investigations

When it is necessary to secure information concerning a BellSouth telephone number for the purpose of authorizing or billing a call, BellSouth will assist by providing Customer Name and Address Information (CNA). This service is provided free of charge as a part of a reciprocal agreement. When appropriate, BellSouth will receive similar assistance from your company.

CNA assistance may be obtained as follows:

1. Dial the number shown below.
2. When the attendant answers, provide your company access code.
3. After acknowledgment, provide the 10 digit BellSouth number in question from your end user billing record.
4. The BellSouth attendant will provide the listed name, city and state for the telephone number. They will not have any additional information.

If the name and address associated with the telephone number is restricted due to the request of the end user, legal authority or law enforcement, no information will be provided.

5. Only two requests for listing information may be made on each call.

Following is the telephone number and access code which has been assigned to your company: *

CNA Access Telephone Number: _____

CLEC Access Code: _____

*** THIS TELEPHONE NUMBER AND ACCESS CODE ARE FOR THE SOLE PURPOSE DESCRIBED ABOVE AND ONLY FOR THE COMPANY DESIGNATED IN THIS LETTER. ANY OTHER USE IS STRICTLY PROHIBITED.**

ACCESS TO POLES, CONDUIT, AND RIGHTS-OF-WAY

Basic Service Offering

Under the requirements of the Telecommunications Act, section 251(b)(4), BellSouth will grant to competing telecommunications service providers the authority to attach facilities to BellSouth owned or controlled poles or to place facilities within BellSouth owned or controlled conduits, ducts or rights-of-way. BellSouth will provide the requesting CLEC with equal and nondiscriminatory access to pole space, conduits, ducts, and rights-of-way on terms and conditions equal to those provided by BellSouth to itself or to any other telecommunications service provider. Authority will be granted by individual licenses under terms specified in BellSouth's Pole, Conduit, and Right of Way Agreement.

Access will be assigned on a first come, first served basis. If BellSouth determines that the pole, conduit or duct space specifically requested by the CLEC is not available, BellSouth will designate alternative duct(s) to be occupied, as well as the location and manner in which the CLEC's facilities will enter and exit BellSouth's conduit system and the specific location and manner of installation for any associated equipment which is permitted by BellSouth to occupy the conduit system.

BellSouth will not withhold or delay assignment of facilities to a CLEC because of the potential or forecasted needs of itself or other parties. To ensure the judicious use of poles and conduits, space "assigned" to a telecommunications service provider must be physically occupied by the service provider, be it BellSouth or a new entrant, within twelve (12) months of the space being "assigned".

Where BellSouth has any ownership or rights-of-way to buildings or building complexes, or within buildings or building complexes, BellSouth will offer to CLEC through a license or other attachment the right to use any available space owned or controlled by BellSouth in the building or building complex to install CLEC equipment and facilities as well as ingress and egress to such space.

Definitions

When negotiating access to poles, conduit, ducts or rights of way, the following will be helpful in understanding the terms and components.

Anchor - The term "anchor" refers to a device, structure, or assembly which stabilizes a pole and holds it in place. An anchor assembly may consist of a rod and fixed object or plate, typically embedded in the ground, which is attached to a guy strand or guy wire, which, in turn, is attached to the pole. The term "anchor" does not include the guy strand which connects the anchor to the pole and includes only those anchors which are owned by BellSouth, as distinguished from anchors which are owned and controlled by other persons or entities.

Anchor/Guy Strand - The term "anchor/guy strand" refers to supporting wires, typically stranded together, or other devices attached to a pole and connecting that pole to an anchor or to another pole for the purpose of increasing pole stability. The term "anchor/guy strand" includes, but is not limited to, strands sometimes referred to as "anchor strands," "down guys," "guy strands," and "pole-to-pole guys."

Assigned - The term "assigned", when used with respect to conduit or duct space or pole attachment space, refers to any space in such conduit or duct or on such pole that is occupied by a telecommunications service provider or a municipal or other governmental authority. As mentioned in the previous section, space "assigned" to a telecommunications service provider must be physically occupied by the service provider, be it BellSouth or a new entrant, within twelve (12) months of the space being "assigned".

Available - The term "available", when used with respect to conduit or duct space or pole attachment space, refers to any usable space in such conduit or duct or on such pole not assigned to a specific provider at the applicable time.

Conduit Occupancy - The terms "conduit occupancy" and "occupancy" refer to the presence of wire, cable, optical conductors, or other facilities within any portion of BellSouth's conduit system.

Conduit System - The term "conduit system" refers to any combination of ducts, conduits, manholes, and handholes joined to form an integrated whole. In BellSouth's documents, the term refers to conduit systems owned or controlled by BellSouth

Duct - The term "duct" refers to a single enclosed tube, pipe, or channel for enclosing and carrying cables, wires, and other facilities. The term "duct" includes "inner ducts" created by subdividing a duct into smaller channels.

Facilities - The terms "facility" and "facilities" refer to any property or equipment utilized in the provision of telecommunication services.